



# Remote Control and DVR User Guide



We hope you enjoy your Ballard TV Video Service. If you have any questions or need any additional information, please contact us.

***Ballard Telephone Coop.***

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### CHANGING VOLUME LEVELS AND CHANNELS

1. To adjust your program's volume, use the volume control labeled **VOL** on the left of the remote. To navigate through channels, use the control labeled **CH** on the right as shown in **Figure 1**.



*Figure 1*

**NOTE:** If there are channels that have no sound or the sound is in Spanish, select the 'B' button on your remote. Not all TV's will auto program to the remote control supplied with your set-top box.

Please contact us at 270-665-5186 for help with programming for your TV. If we are unable to program to your TV, you will need to use the remote that came with your TV to adjust the volume.



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### SELECTING THE GUIDE

1. Press the *Menu* button on your remote to access the main menu. You may also press the *Guide* button on your remote as shown in **Figure 2**.
2. After you press the *Menu* button, your menu will appear at the top of the screen as seen in **Figure 3**.

Menu

Guide



Figure 2



Figure 3



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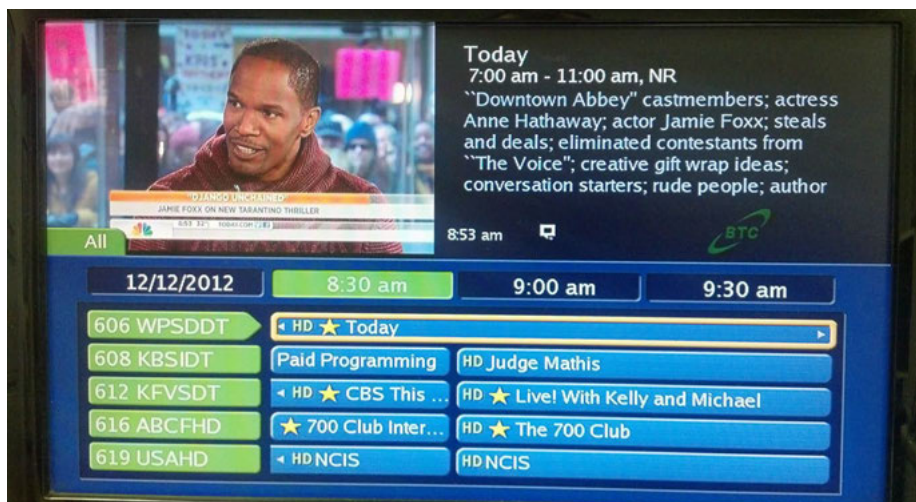
- When the *Guide* is highlighted, press the *OK/SEL* button on your remote to access as shown in **Figure 4**.

OK/Sel



*Figure 4*

- Once you have selected the *Guide*, your screen should appear similar to **Figure 5**.



*Figure 5*

**NOTE:** In the upper-left hand corner of the guide one of five buttons will be displayed: *All*, *Subscribed*, *SD*, *HD*, or *Favorites*. The *All* guide button allows for all of the channels offered by Ballard TV to be displayed. The *Subscribed* button will only display the channels that you have in the TV package you have purchased. The *SD* button will only display *SD* channels. The *HD* button will only display the *HD* channels. The *Favorites* tab will display only channels that you have designated as favorites.

When you exit the guide, the tab you were on last will be saved for the next time you select the guide. As a reminder to view all the channels, you must be on the tab marked "*All*".



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- Once you are viewing the guide, the arrow keys around the **OK/SEL** button will be your means of navigation. The '+' and '-' buttons under **Day** allows you to scroll up or down for the next 12 hours. The '+' and '-' under the **Page** button allows you to scroll up or down a page at a time. Refer to **Figure 6**.

### RECORDING OPTIONS

- If you press **OK/SEL** when a future program is highlighted, an option menu will appear such as **Figure 7**.
- From this option menu use the arrow keys and the **OK** button to select which option you would like to choose.

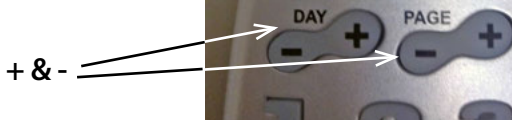


Figure 6

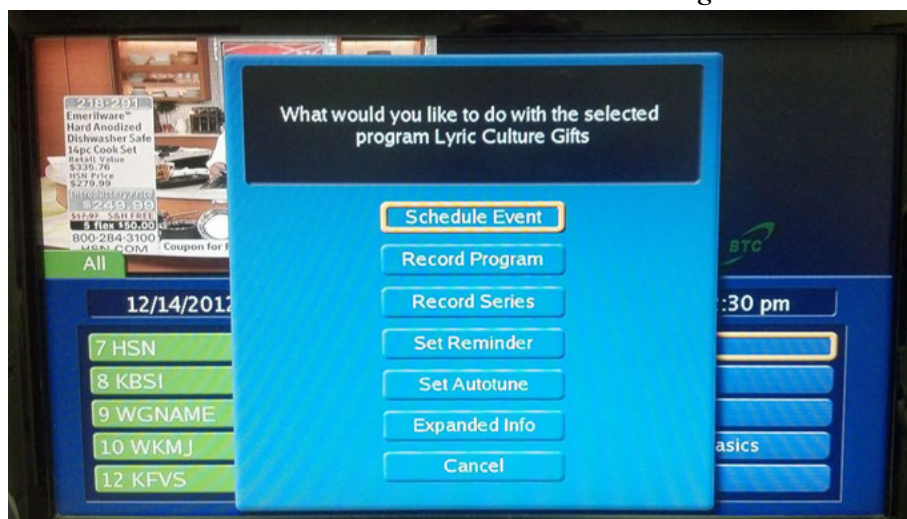


Figure 7





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### RECORDING A SPECIFIC PROGRAM

1. To record a specific program out of the Guide, re-enter the Guide as we did in “Selecting the Guide.”
2. Follow those steps again until you reach the menu displayed in **Figure 7**.
3. Once at this menu, you have two options to record: *Record Program* and *Record Series*.
4. When selecting *Record Program*, you are selecting to record that individual episode. When you select *Record Series*, you are electing to record every occurrence of that program from that point on.

**NOTE:** In order to have the option to *Record Series*, you *MUST* select a reoccurring program. This will not work on programs with inconsistent airtimes.

5. If you return to the Guide, and find the program you selected to record, you will notice one of the two symbols on the Guide program (**Figure 8: Record Program**, and **Figure 9: Record Series**).

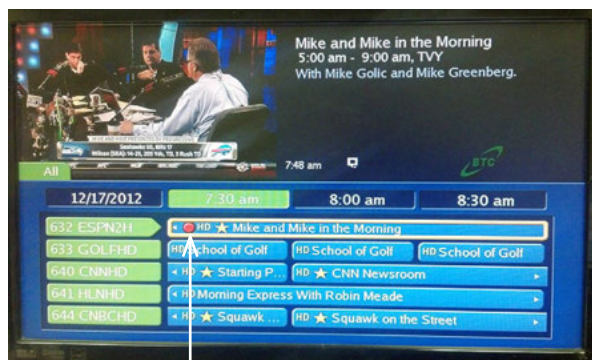


Figure 8



Figure 9

### SCHEDULING TO RECORD

1. To record a program, access the Record/DVR menu to begin the same way you previously accessed the Guide. Refer back to **Figure 3**. When you have accessed the main menu again, use your right arrow key to highlight the *DVR* box and push *OK*.
2. The *DVR* menu will appear on the left side of your screen as shown in **Figure 10**.

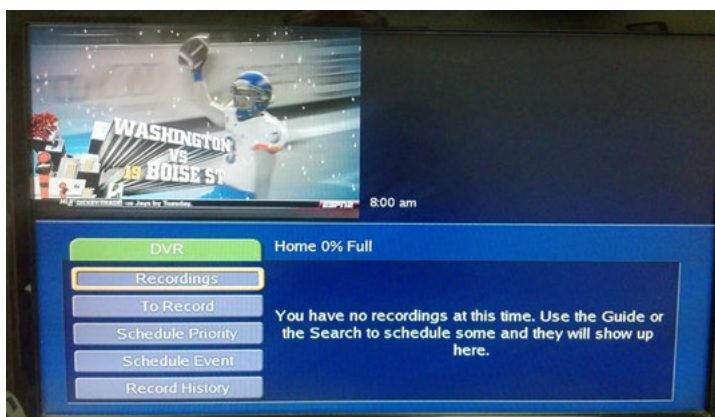


Figure 10

3. This menu is very helpful if you wish to schedule to record programs.
  - a. To do this, use your down arrow key to scroll down and select *Schedule Event* and push *OK*.
  - b. The menu in **Figure 11** will appear on your screen. This allows you to select and change your scheduling options.

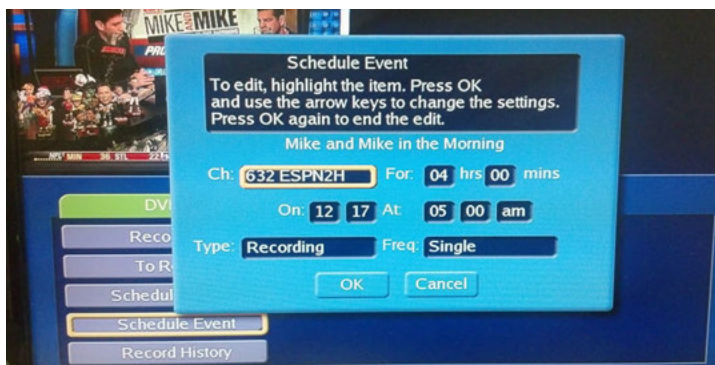


Figure 11





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**NOTE:** The channel that you were watching before you entered the menu will automatically be selected in the Channel section under Schedule Event. To change it, use your arrow keys to highlight it and push OK on your remote to scroll between channels. Repeat for any of the other options on the screen.

- a. Once you have selected the appropriate options, scroll down again and highlight the OK option and press OK on your remote.
  - b. You are now scheduled to record.
3. To see what you have selected to record, navigate back to the *DVR* Menu and select the To Record icon. From here, you can see everything that you are scheduled to record.

### WATCHING A RECORDED PROGRAM

1. To watch a program that you have previously recorded, follow the steps we discussed earlier to enter the *DVR* menu.
2. Once you have entered the menu, highlight the *Recordings* option as seen below in **Figure 12**, and push OK on the remote.



*Figure 12*

- Next, you will see a list of all the programs you have recorded to the right of the *DVR* menu as show in **Figure 13**. To watch any of these, use your arrow keys to scroll between them. When you have found the program you would like to watch, push *OK* on your remote.

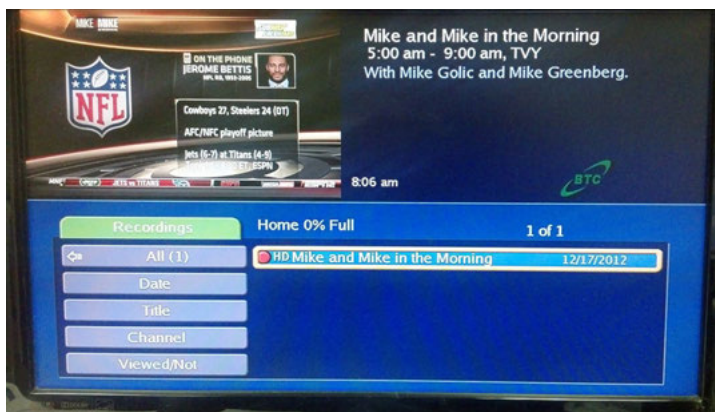


Figure 13

- When you select the program you want, another option menu, *Choose an Action*, will appear with four options: *Play Recording*, *Lock*, *Delete Recording*, and *Cancel* (As shown in **Figure 14**.)

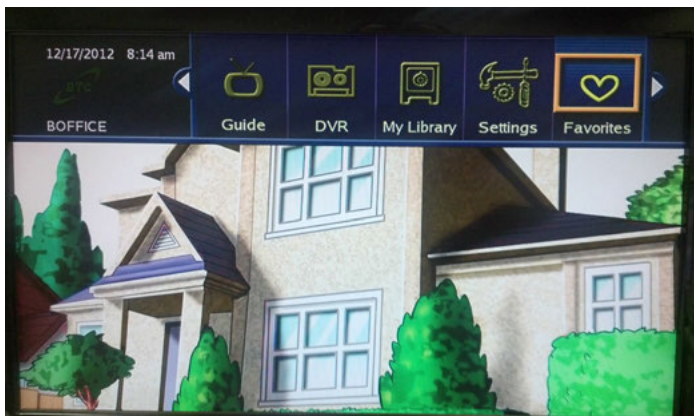


Figure 14

- To play the Recording, make certain that *Play Recording* is highlighted as above and push *OK* on your remote.

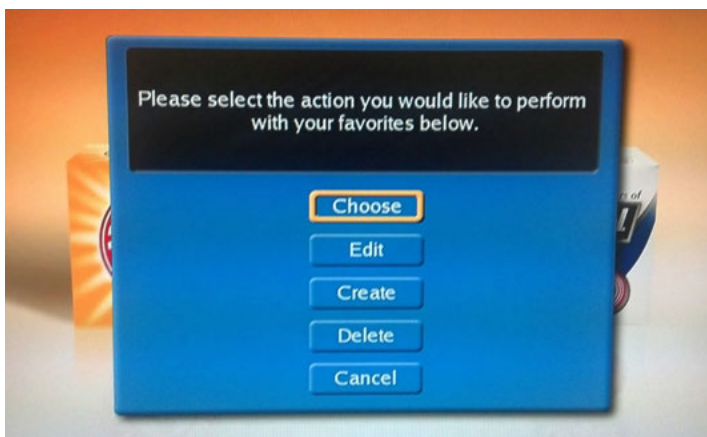
### CREATE AND EDIT FAVORITES

1. To create a list of favorite channels select *Menu* from the remote and highlight the *Favorites* button as shown in **Figure 15**.



*Figure 15*

2. Once the *Favorites* button is highlighted select the *OK* button from the remote, the options screen will display as shown in **Figure 16**.



*Figure 16*

3. To create a list of favorite channels, select the *Create* button. See **Figure 16**.

4. Once the *Create* button has been highlighted, the following screen displays as shown in **Figure 17**.



Figure 17

5. Each person can create their own favorites list by creating their own list name. Select the *right arrow* button from your remote and it will highlight the *Name* box. See **Figure 17**. Select *OK* from your remote and you will be able to add a name to your list.
6. Once you have named your list, select the *left arrow* button and you will be able to select any of the channels as a favorite. Highlight the channel and select *OK* from the remote and it will be marked as a favorite as shown in **Figure 18**.

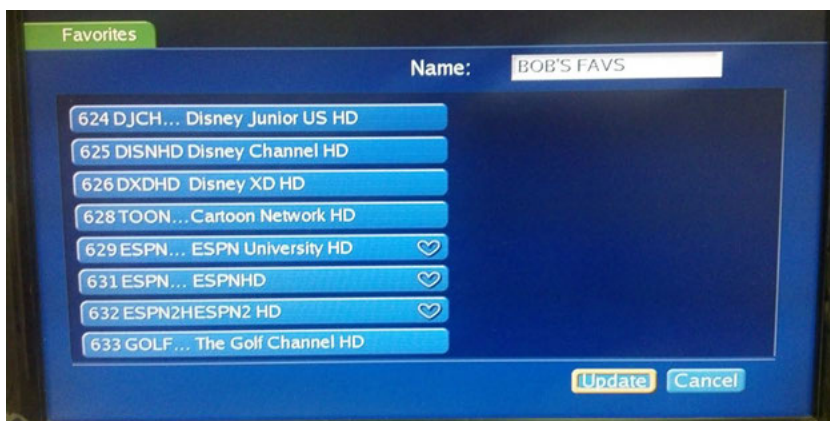


Figure 18



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- Once you have selected all the channels that you want as a favorite, select the *Right Arrow* button from your remote and it will highlight the *Update* button. Refer back to **Figure 18**. Select *OK* from the remote and the favorites list will be saved.

### USING THE FAVORITES LIST

- To view your favorites list, select the *Guide* button until you see your favorite's list name in the upper left corner of guide. See **figure 19**.  
At this point, you will only be able to select channels that are in your favorites list. To see the entire Guide, select the *Guide* button until you reach the tabs *All* or *Subscribed*. At this point you will be able to select and watch any channel.
- To edit or delete favorites, select *Menu* then *Favorites* as shown in **Figure 15**. Select the option needed and use the *OK* button to add or delete channels. See **Figure 20**.



Figure 19

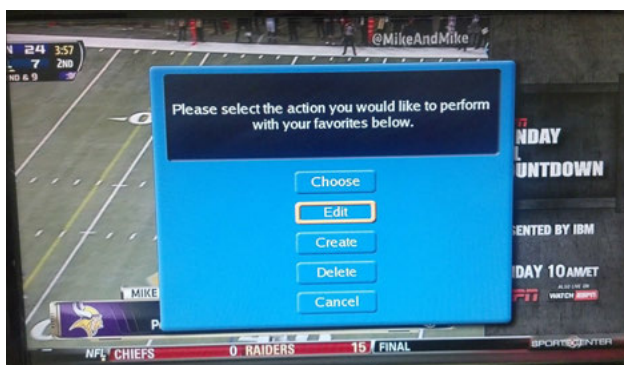


Figure 20





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### CALLER ID ON TV

1. If you subscribe to Caller ID with Name with your local landline service from BTC, your incoming calls will display on your TV screen.
2. To view the log of calls, select the *Menu* and then select the *My Library* tab. Refer to **Figure 21**.



Figure 21

3. After you have selected the *My Library* tab, scroll down with the arrow button and highlight *Caller ID*. All of your calls will display. See **Figure 22**. The individual calls can be selected. Once selected, the individual calls can be deleted or all of the calls can be deleted.

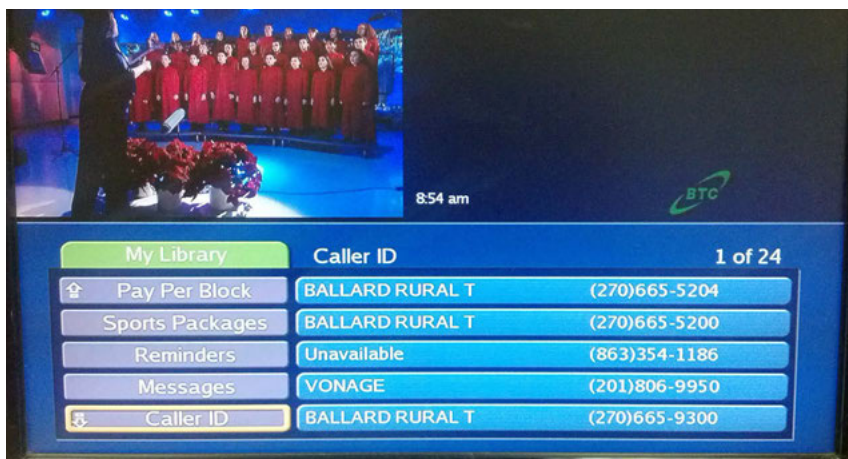


Figure 22

## SEARCH FEATURE

1. The *Search* feature allows you to search for specific shows. Select the *Menu* button, then select *Search*. Refer to **Figure 23**.



Figure 23

2. Once the *Search* button has been selected, the Search screen will open and select the OK/SEL button. The keypad will display as shown in **Figure 24**.



Figure 24



Figure 25

3. Using the arrow keys, type the program you would like to search and select *Done*. Then highlight *Search* and push the OK/SEL for the system to search your request. If it finds the selection, it will display the channel, name, date and time. Refer to **Figure 25**.



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### WHOLE HOME DVR

If you subscribe to our DVR service, you can watch your recordings on any TV that has a BTV set-top box. You must subscribe to the Whole Home DVR service for this feature to work. To watch recordings from your non-DVR set-top boxes, access the Menu as described earlier to view your recorded programs. HD programming can only be viewed with an HD set-top box.

### REMOTE DVR SCHEDULING

With Ballard TV's DVR service, you can schedule a program to record from anywhere you have access to the internet!

1. To schedule remotely, access our website at [www.brtc.net](http://www.brtc.net) and select the tab 'Ballard TV Scheduling' or type into your browser the following link: <https://67.216.112.15/xTVSchedule>. The sign in screen will then display. Refer to **Figure 26**.
2. Once you have entered your user name and password, the screen in **Figure 27** will display.
3. Select the Guide tab from the website to remotely record programming. The system will allow you to select 20 channels for remote scheduling. See **Figure 28**. The channels can be changed at anytime. Once the channels have been selected, select the *Go* tab to save your selections. These will be the channels that display as your online guide.
4. To record a program, find the show you would like to record and click on that show. You will be allowed to record one show or the series if applicable. Refer to **Figures 29 and 30**.
5. The *To Record* tab allows you to view all programs that are to be recorded. This allows you to delete unwanted programs that are currently scheduled to record. Refer to **Figure 31**.

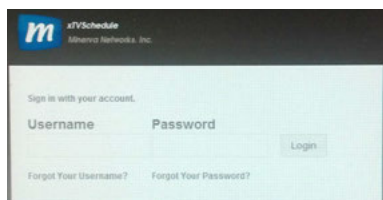


Figure 26

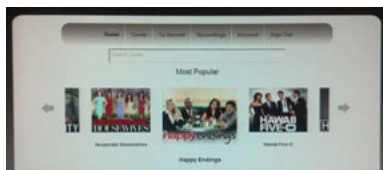


Figure 27

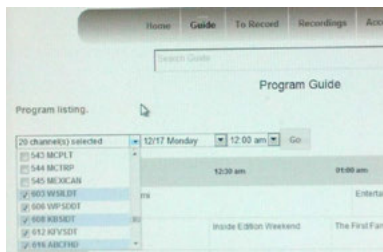


Figure 28



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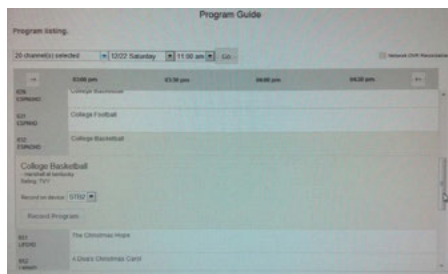


Figure 29

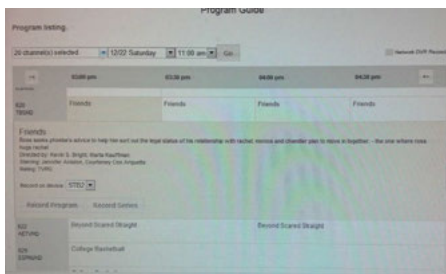


Figure 30

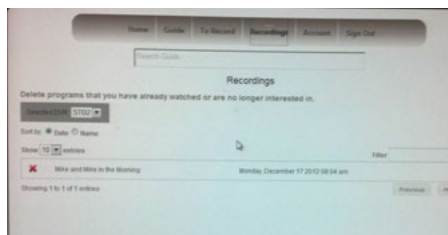


Figure 31

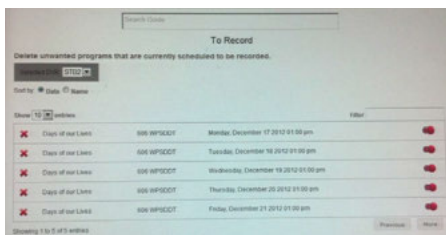


Figure 32

6. The *Recordings* tab allows you to view your recorded content. From this tab you can delete programs you have already watched or are no longer interested in. Refer to **Figure 32**.
7. This is a free service if you subscribe to our DVR service! A user name and password is required to access your account. To get your user name and password, contact the office at 270-665-5186 or at [baltel@brtc.net](mailto:baltel@brtc.net).

### PROGRAM THE REMOTE TO A NEW TV

Follow these instructions if you connect a new TV to the set-top box. The TV and set-top box must be powered on. Use the following instructions with the remote provided with your set-top box:

1. Press the TV button one time.
2. Press and Hold the Setup button until the TV button blinks twice.
3. Enter 991 from the number pad.
4. Press the TV button once.
5. Press and Hold the Channel + button until the TV powers off.
6. Press and Hold the Channel - button until the TV powers on.
7. Press Setup once and the remote should be programmed to work with your new TV.



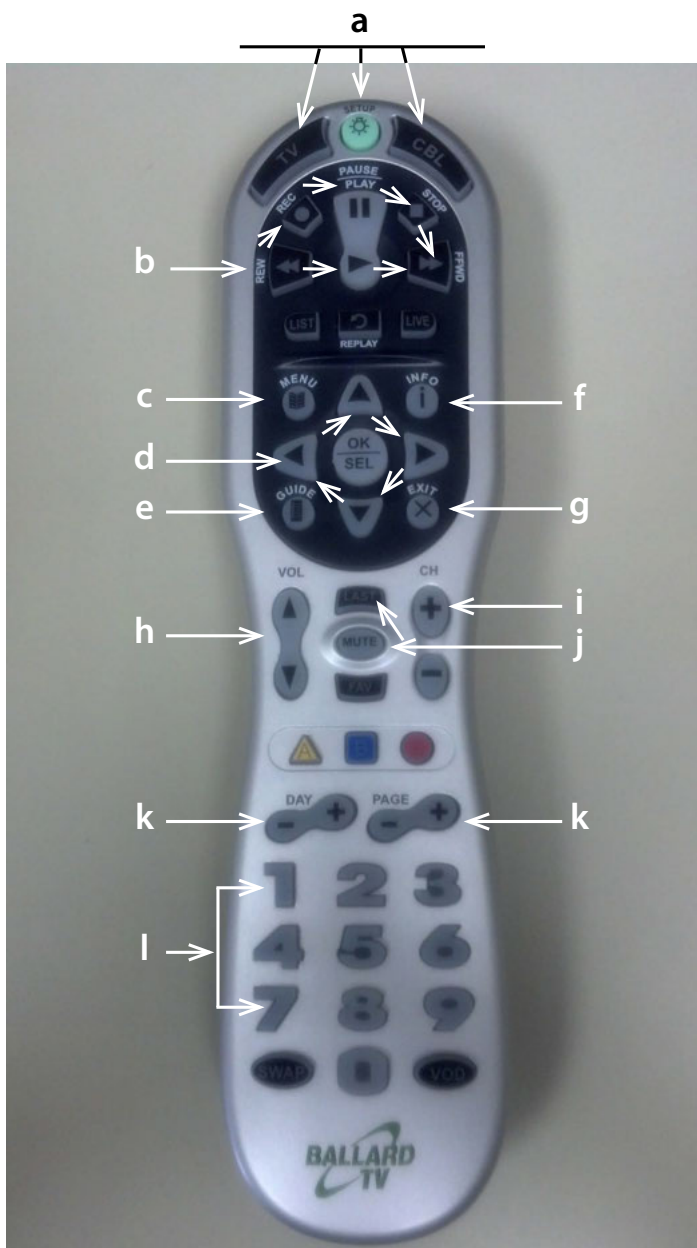
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### REMOTE CONTROL FUNCTION DEFINITIONS

- a. **Device Selection:** The *TV* button is used to power the TV on and off. The *Setup* button is used to program the remote. The *CBL* button is used to power the set-top box on and off.
- b. **DVR Buttons:** These buttons are used with the DVR feature to record, stop, fast forward, rewind or pause programming. You can also utilize the pause, rewind and forward for programming that you are watching but not recording.
- c. **Menu:** This button is used to access the main menu.
- d. **Navigation Controls:** These buttons allow you to scroll between items and selection items.
- e. **Guide:** This is to access the guide directly.
- f. **Info:** Displays information about the channel you are currently watching. Selecting the INFO button twice will display more information about the program.
- g. **EXIT:** allows you to exit from any current Menu.
- h. **Volume:** Adjust the volume of the TV.
- i. **Channel:** Changes the channel one at a time.
- j. **Last/Mute:** The *Last* button switches to previous channel being watched. *Mute* button mutes the volume.
- k. **Day/Page:** These buttons allow you to navigate quickly through the guide. You can skip forward by day or by the page of channels.
- l. **Number Pad:** Allows you to select by channel number directly.



## Ballard TV Remote Control Guide





## Remote Control and DVR User Guide

### NOTES

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### THANK YOU FOR CHOOSING BALLARD TV!

We hope you enjoy your TV service provided by your local Telecom Provider. Please contact our office with any questions, concerns or troubles that may develop from time to time. Our company contact information is listed below.

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